

# **EMPLOYMENT & TRAINING WORKER SUPERVISOR**

## **CLASSIFICATION DEFINITION**

Under general direction, the Employment & Training Worker Supervisor plans, organizes and supervises work of a unit of employees engaged in the performance of employability evaluation and provision of other employment services to eligible applicants and clients of local social service agencies and who may be responsible for determining eligibility of applicants and recipients for public assistance program; may use an automated system for caseload monitoring activities; and performs related work as required.

Employment & Training Worker Supervisor is the supervisory level in the Employment & Training Worker class series. The class differs from the Eligibility Supervisor in that the Eligibility Supervisor has primary responsibility for supervising workers who determine financial eligibility for public assistance programs. Employment & Training Worker Supervisor differs from Social Worker Supervisor in that a Social Worker Supervisor supervises Social Workers responsible for providing protective services to children and adults, and a variety of other social services to children, adults and families. Employment & Training Worker Supervisor differs from Supervising Integrated Case Worker in that the Employment & Training Worker Supervisor supervises staff whose primary focus is in providing the full scope of employability services to eligible applicants.

## **SUPERVISION EXERCISED AND RECEIVED**

Employment & Training Worker Supervisors receive supervision from a Program Manager and provide supervision for Employment & Training Workers and support staff as assigned.

## **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Plans, assigns, and supervises a unit of employees who provide employment and training services to eligible clients and who may determine eligibility for public assistance programs.
- Selects, trains, directs, evaluates, and disciplines subordinate staff, and addresses performance and personnel problems by presenting constructive plans for resolving performance deficiencies and resolving personnel problems.
- Meets with employees on a group and individual basis to discuss or interpret departmental rules, regulations and policies, and to confer with staff on the difficult eligibility and employment and training issues.
- Reviews cases for accuracy, compliance, and timeliness, and to ensure the quality of client services.
- Collaborates with other supervisors, management, and staff in setting goals, establishing guidelines, and coordinating the activities of professional and technical staff.
- Collaborates with staff and representatives from other divisions, agencies, and the community.

- Provides resources and tools to enhance employee performance and training.
- Represents the department at meetings and conferences.
- Participates in special studies or research projects as assigned.
- Interviews complainants and makes cause determinations for program participants who are not in compliance.
- Receives and prepares written correspondence, reports and other documents related to unit activity and mandated federal and state reports.
- Supervises staff responsible for assuring continuing public assistance benefit eligibility and coordinating the provision of support services for employment program participants.
- Uses a personal computer and automated systems.
- Attends supervisory meetings and training as assigned.
- Performs other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Laws, rules, and regulations governing employment preparation and training and multiple public assistance programs.
- Policies, procedures, programs, and goals of public social services agencies.
- Principles of supervision, training, and instructional methods and techniques.
- Leadership techniques.
- Department and community resources available to clients.
- Principles of employment services and other public social services.
- Computer terminology and computer keyboard arrangement.

### **Ability to:**

- Exercise sound judgment when organizing, directing, prioritizing and assigning unit activities.
- Select, train, supervise, evaluate and discipline subordinate staff.
- Speak and write effectively and use correct English.
- Make referrals to appropriate agencies and social service programs.
- Determine appropriate course of action in day-to-day and emergency situations.
- Access and retrieve data from an automated computer system.
- Interpret and explain regulations and policy directives.
- Prepare clear, concise, and accurate records and reports.
- Establish and maintain cooperative working relationships with fellow employees and the general public.
- Work effectively with other community agencies, state, local government agencies, private and public organizations.
- Use available resources effectively to determine applicants' and program participants' employment potential and barriers.

## **MINIMUM QUALIFICATIONS (Education and/or Experience)**

### **EITHER**

Two (2) years of full-time experience comparable to Eligibility Supervisor or Social Worker Supervisor I;

### **OR**

One (1) year of full-time experience comparable to Employment & Training Worker III **AND** successful completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation;

### **OR**

Eighteen (18) months of fulltime experience comparable to Employment & Training Worker III;

### **OR**

Thirty (30) months of full-time experience comparable to Employment & Training Worker II **AND** successful completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation;

### **OR**

Three years of full-time experience comparable to Employment & Training Worker II.

### **OR**

Three years of professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services, including one year of lead or supervisory experience or training in a social services program **AND** completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

## **DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.